
DEFENSE TRAVEL MANAGEMENT OFFICE



Department of Defense

Government Travel Charge Card Regulations

***Blue text denotes new or updated guidance**

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DEPARTMENT OF DEFENSE
GOVERNMENT TRAVEL CHARGE CARD REGULATIONS

0401 POLICY AND PURPOSE

040101. Overview

The Department of Defense (DoD) Government Travel Charge Card (GTCC) Regulations are authorized by the DoDI 5154.31, Volume 4. The DoD policy is that the GTCC will be used by all DoD personnel (military or civilian) to pay for all costs related to official government travel. See Section 0406 for exemptions to mandatory use. Official government travel is defined as travel under official orders while performing duties pertaining to official government assignments such as temporary duty (TDY) and permanent change of station (PCS). The purpose of the GTCC is to serve as the primary payment method for official travel expenses incurred by DoD personnel (military or civilian). Refer to the Joint Travel Regulations ([JTR](#)), for information on authorized travel expenses. Use of the card for expenses not authorized by the JTR is prohibited. Refer to the Travel and Transportation Reform Act of 1998 ([TTRA](#)), Public Law 105-264 for additional information regarding mandatory use of the travel card. Benefits of the GTCC Program include but are not limited to the following:

- A. Increases data capture, providing business intelligence to improve travel programs, reduce overall travel costs and expand strategic sourcing opportunities
- B. Improves audit readiness and program management
- C. Reduces the need (and costs to the Department) for travel advances, reconciliation and collection
- D. Eliminates the need for travelers to pay for expenses with personal funds
- E. Improves financial readiness and security of travelers
- F. Increases rebates from the travel card vendor (see section 040306)

040102. Applicability

Travel card policies are applicable to all DoD personnel (military or civilian).

040103. Compliance

It is the responsibility of commanders and supervisors at all levels to ensure compliance with this Regulation; to take corrective action when appropriate; to report incidents of travel card personal use, misuse, abuse or fraud under investigation or management review to the appropriate adjudicative facility in a timely manner using the appropriate personnel security system; and to update the security system with the final disciplinary action taken. For additional information see Section 041005.

A. Commanders or Supervisors should ensure Agency Program Coordinators (APCs) regularly review cardholder transaction activity to identify travel card personal use, misuse, abuse, or fraud. Some examples of misuse uncovered by Inspector General audits include using the GTCC to pay for adult entertainment, gambling, any expenses for other than the cardholder (with the exception of authorized expenses for dependents when on PCS or permanent duty-related travel), and excessive ATM cash withdrawals for amounts exceeding authorized meals and incidental expense amounts. Particular attention should be focused on those cardholders with history of previously reported personal use, misuse, abuse, or fraud. Supervisors/APCs should strongly consider temporarily blocking from use or restricting card active start and end dates for both standard and restricted accounts when not in an official travel status for cardholders with a history of misuse (to include delinquency). APCs should immediately report any additional travel card personal use, misuse, abuse or fraud to the Commander or Supervisor. On a case by case basis, Commanders or Supervisors should consider whether available personnel assistance programs would be beneficial when travel card personal misuse, abuse, or fraud is identified related to gambling, financial or other concerns.

B. Military personnel who violate the specific prohibitions contained in paragraph 041005 can be prosecuted under Article 92 of the Uniform Code of Military Justice ([UCMJ](#)) for failure to obey a lawful order or regulation, as well as, any other applicable article of the UCMJ based on the nature of the misconduct involved. In each case of improper, fraudulent, abusive, or negligent use of the travel card by military personnel, including any use at establishments or for purposes that are inconsistent with the official business of DoD or with applicable standards of conduct (such as adult entertainment or gambling establishments), the commander or supervisor of the responsible individual or parties will be informed in a timely manner in order that appropriate corrective or disciplinary action may be taken. The intent of this policy is to ensure that management emphasis is given to the importance of supervisors carefully considering all of the facts and circumstances in reaching a disposition that is warranted, appropriate, and fair. Actions available when military personnel misuse the travel card include counseling, supplemental training on DoD Travel Card policy, recertifying their Travel Card Statement of Understanding, admonishment, reprimand, non-judicial punishment (Article 15, UCMJ), court-martial, and administrative separation. In taking corrective or disciplinary action against military personnel who misuse the travel card, commanders or supervisors must use the procedures established for each action by the appropriate Military Department and consult with their legal advisors as necessary. In addition to corrective or disciplinary action, military personnel who misuse their travel card may have their access to classified information modified or revoked if warranted in the interests of national security. Commanders or supervisors must ensure that security clearance reviews are conducted when the cardholder comes under investigation for travel card misuse. DoD Components must incorporate these guidelines into their own policies and advise the Defense Travel Management Office (DTMO) of administrative or disciplinary action against military personnel for personal use, misuse, abuse, or fraud of DoD travel charge card. Additionally, each Military Department must have a regulation providing that a violation of any of the rules governing the use of travel cards by a person subject to the UCMJ is punishable as a violation of Article 92, UCMJ, at minimum.

C. Civilian personnel who misuse or abuse the travel card may be subject to appropriate administrative such as written or verbal counseling, recertifying their Travel Card

Statement of Understanding and requiring supplemental training on DoD Travel Card policy or disciplinary action up to, and including, removal from Federal service. It is DoD policy that improper, fraudulent, abusive, or negligent use of a travel card is prohibited. This includes any use of a travel card at establishments or for purposes that are inconsistent with conducting the official business of the DoD or with applicable regulations (such as adult entertainment or gambling establishments). DoD Components must take action to implement travel card disciplinary guidance for civilian employees as necessary. Components must advise the DTMO of any additional administrative or disciplinary action against civilian personnel for personal use, misuse, abuse or fraud of the DoD travel charge card, or any recommended legislation your Component considers necessary to effectively take disciplinary action against DoD civilian employees for improper, fraudulent, or abusive use of DoD travel cards. DoD policy requires supervisors who receive information indicating that a civilian employee has engaged in any misuse of a travel card take appropriate action as soon as practicable, including an investigation if warranted. The supervisor of the responsible individual(s) must be informed as soon as possible so that appropriate corrective or disciplinary/adverse action may be taken. In addition, civilian personnel who fail to satisfy an indebtedness arising from the use of a travel card or those who fail to do so in a timely manner may be subject to corrective or disciplinary/adverse action. The intent is to ensure that management emphasis is given to personal accountability for travel card misuse. The circumstances of each individual case will determine the appropriate type of corrective or disciplinary/adverse action, if any, which may be imposed. The supporting Human Resources Office must assist the appropriate supervisor who is considering corrective or disciplinary/adverse action on the selection of the charge and appropriate penalty based on Component past practice, regulatory guidance, applicable case law and good judgment. Coordination with the appropriate legal office must occur early in the process, as required by Component policy. The review of the security clearance (or the modification or revocation of such security clearances in light of this review) of the individual involved in travel card misuse or abuse cases is not a disciplinary action and must not be treated as such. However, this does not preclude a separate and independent review of such misuse or abuse by the appropriate security managers. Modification or revocation of a security clearance will result in appropriate action, which could include reassignment or removal for failure to meet or maintain a condition of employment.

C. Willful misuse of the travel card by DoD personnel (military or civilian) may constitute a crime punishable under Federal (Title 18, U.S. Code) or State law.

0402 RESPONSIBILITIES

040201. General Services Administration (GSA)

GSA is responsible for issuing government-wide travel card policies and procedures for implementation of the TTRA, and awards and administers a master contract for the travel card program, which is part of the “GSA SmartPay® Program.” Through this contract, Federal agencies can obtain several types of charge card products and services to support their mission needs. The DoD tailored task order which further outlines DoD requirements for the GTCC is managed at the DoD level.

040202. Office of the Under Secretary of Defense (Personnel and Readiness)
(OUSD (P&R))

OUSD (P&R) will establish DoD-wide policies in accordance with the authority in DoD Directive 5124.02 (Reference (a)), to establish and implement policy, assign responsibilities, and provide procedures regarding the commercial travel program within the DoD and specifically as set forth in the DoDI 5154.31, Volume 4 for the DoD GTCC Program through DTMO.

040203. Defense Travel Management Office

DTMO is the Travel Card Program Manager for all DoD Components. DTMO responsibilities are:

- A. Managing the DoD tailored task order
- B. Providing guidance, policy, and overall management of the DoD travel card program
- C. Acting as a liaison to GSA, the travel card vendor and DoD Component Heads/Component Program Managers (CPMs) on travel card related issues
- D. Meeting regularly with the CPMs to discuss and make critical decisions concerning travel card administration throughout the DoD
- E. Ensuring that travel card program training materials are made available throughout the Department

040204. Defense Finance and Accounting Service (DFAS)

DFAS will facilitate traveler determination of any late payment fees or charges that may be payable to a traveler under the TTRA as indicated in Section 041201.C and the Salary Offset process as outlined in Section 041201.G.

040205. DoD Component Heads/Defense Agency Directors

The heads of the DoD Components are responsible for developing TTRA implementation strategy for use in that Component. The Component Heads will also ensure all personnel, to include APCs, Centrally Billed Account (CBA) Managers, and cardholders, are properly trained on travel card use and policy.

- A. Comptrollers. The Military Department Assistant Secretaries (Financial Management and Comptroller) and Defense Agency Comptrollers, or equivalents, will ensure program management responsibilities are accomplished within their respective Component, and when so delegated to do so by their Component Head or Agency Director will designate a CPM. The CPM will be designated in writing and identified both to the DTMO and the travel card vendor.

B. DoD Component Program Managers. DoD personnel (military or civilian) designated in writing by the Component Head/Agency Director or designee responsible for establishing and managing their travel card program in accordance with this Regulation. Each CPM is also responsible for establishing and maintaining the Component's organizational structure ("hierarchy") and notifying DTMO and the GTCC vendor of any changes in organizational structure that affect the travel card program. CPMs will conduct periodic hierarchy level reviews, to include validating hierarchy level structure and verifying point of contact information. This process may be delegated down to lower hierarchy levels. CPMs will also ensure that Individually Billed Accounts (IBAs) and CBAs are properly approved; reasonable credit limits are established and maintained; and periodic reviews are performed to monitor credit limits and card utilization (see Annex 1). CPMs must report cases of misuse not recorded or dispositioned in IntelliLink to DTMO no later than 15 calendar days after the end of each fiscal quarter.

C. Agency Program Coordinators. DoD personnel (military or civilian) will be designated in writing by a commander or director responsible for the management of the travel card program. APC non-cardholder user accounts in the travel card vendor's electronic access system are established, maintained, deactivated or reactivated by their higher level APC or CPM. APCs are not permitted to perform self-maintenance actions or reactivation of their own accounts within the electronic access system. APCs are responsible to their respective Commander/Director for program execution and management of the day-to-day operations of the DoD GTCC program. Detailed APC duties can be found in Section 0411. Contractor personnel or Foreign National employees may be designated as an APC at the discretion of the Component; however, their duties as an APC must not include activities that are inherently governmental.

D. Commander / Supervisor. Responsible for monitoring compliance with policy, to include responding to inquiries from APCs and determining administrative or disciplinary actions.

040206. CBA Managers

DoD personnel (military or civilian) will be designated in writing by a commander or director as responsible for the management of CBAs. Account managers are responsible for day-to-day management and reconciliation of CBAs. Account managers must be familiar with their designated payment office and designated billing office points of contact. Contractors may be CBA managers but are not authorized to certify CBAs for payment. Contracted personnel and foreign national employees may be designated as a CBA manager at the discretion of the Component; however, their duties as a CBA Manager must not include activities that are inherently governmental.

040207. Travel Cardholders

DoD personnel (military or civilian) who have been issued a travel card for use while performing official government travel. Cardholders must adhere to the procedures set forth in this Regulation and applicable DoD Component guidance, to include the travel card vendor's cardholder agreement and terms and conditions of use. Cardholders must verify receipt of the card and set up their personal identification number (PIN) with the travel card vendor when they receive

it, ensure their account is open and available for use prior to travel, and use the card for all official travel expenses including meals as authorized in the JTR unless otherwise exempted in Section 0406. Cardholders may be exempt from taxes in regard to lodging in selected states. Travelers are directed to obtain tax information on the [GSA SmartPay®](#) website and present the tax-exempt form to the merchant for exemption to be applied. Cardholders are required to submit travel vouchers within five working days of completion of travel and use split disbursement to pay all expenses charged to the card directly to the travel card vendor. The travel card vendor will issue a monthly billing statement to each cardholder. The amount due is payable no later than the due date on the billing statement, regardless of the status of their travel reimbursement. Cardholders whose accounts become delinquent may be subject to disciplinary or administrative action. The cardholder is responsible for payment of any remaining balance of undisputed charges to the travel card vendor. It is the cardholder's responsibility to notify the APC and the travel card vendor of changes in contact information such as a new address, new phone number, email address, name change, or new employer. Cardholders whose mail has been returned to the travel card vendor for non-delivery will have a return mail indicator placed on their account. A return mail indicator temporarily blocks the travel card from use until the mailing address has been updated and or verified by the cardholder or APC. Credit balance refunds will not be issued to cardholders who have a return mail indicator. Cardholders are responsible for providing a signed Statement of Understanding, or SOU ([DD3120](#)), and certificate of training to their APC upon initial card issuance, arrival and in-processing into a new organization and every three years thereafter. The DD3120 is available from the DoD Forms Management Office website at [DD3120](#).

0403 GENERAL TRAVEL CARD INFORMATION

040301. Individually Billed Accounts

IBA cards are issued to DoD personnel (military or civilian) in order to access travel funds from the individually billed GTCC account. Greater use of IBA cards will mitigate problems associated with unused airline tickets and improper payments; reduce costs associated to reconcile and pay Centrally Billed Account (CBA) invoices; and bring DoD practices in line with Government Accountability Office (GAO) recommendations included in their GAO-04-398 report. IBA cards are not for personal use; not transferable, and for use only by the individual issued the card. Using an IBA card to charge expenses for any individual other than the cardholder and his/her authorized dependents (as permitted by Component policy for PCS or permanent duty-related travel) is strictly prohibited. The individual cardholder is liable for payment of the full undisputed amount indicated on the billing statement no later than the due date, regardless of the status of their travel reimbursement. The cardholder must remain compliant with all Federal and DoD laws, regulations, and policies when utilizing this government-issued method of payment. The DoD Components determine whether, and under what conditions, authorized dependent travel expenses may be charged to an IBA belonging to the sponsoring DoD military member or employee.

A. Standard Travel Card. Standard cards are issued to individuals with a Fair Isaac Corporation (FICO) credit score above 659. The credit, cash, and retail limits will be as prescribed by the Department. Standard accounts are issued in an open status and are available for use upon verification of receipt of the card and setting up a PIN. The APC, CPM, or DTMO have

the authority to increase the limits on a temporary basis, as needed/when requested, to meet mission requirements. Commanders or supervisors must validate the requirement to increase the limit. Limits are raised on a temporary basis not to exceed 12 months and can be accomplished within the travel card vendor's electronic access system or by contacting the travel card vendor. Approval authority/limits within the Department are communicated to the travel card vendor through the DTMO. Commanders or supervisors may, through their APCs, decrease the available cash and credit limits based on mission needs.

B. Restricted Travel Card. Restricted cards are issued to individuals with a FICO credit score below 660. Individuals who do not consent to a credit score check (soft pull), but still require a travel card must complete the alternate creditworthiness assessment form, the DD form 2883, and answer all responses affirmatively to be issued a restricted card. In the same manner as standard cards, restricted card accounts are issued in an open status and are available for use upon verification of receipt of the card and PIN setup. Restricted cards are the same in appearance as standard cards but have a lower default available credit limit than standard cards. The credit, cash, and retail limits will be as prescribed by the Department and APCs, CPMs, and DTMO are authorized to raise these limits temporarily in order to meet mission requirements. Limits are raised on a temporary basis not to exceed six months and can be accomplished within the travel card vendor's electronic access system or by contacting the travel card vendor. Commanders or supervisors may, through their APCs, adjust the available cash and credit limits based on mission needs.

040302. Centrally Billed Accounts

A CBA is a travel card account issued to a DoD activity. CBAs are issued to make travel arrangements and must be used in lieu of issuing an Optional Form (OF) 1169, Government Transportation Request, for payment purposes. CBAs are a government liability; therefore, payments are subject to 31 USC 1801 (Public Law 97-177), the "Prompt Payment Act of 1982," as amended. Prompt Pay Act information can be obtained at the US Department of Treasury, Bureau of the Fiscal Service's [website](#). These accounts contain a unique prefix that identifies the account as a CBA for official Federal Government travel. This prefix also identifies the account as eligible for government travel rates including GSA City Pair Program rates and tax exemption. The APC must forward any request to establish a CBA or increase a credit limit to the appropriate CPM for approval. The CPMs will also ensure that periodic reviews are performed to monitor credit limits and card utilization. CBAs are issued for the following purposes:

A. Transportation Accounts. Transportation CBA travel card accounts are issued to DoD activities for use in purchasing transportation, including airline tickets, bus tickets, and rail tickets. Due to the additional costs to the Department of maintaining and reconciling CBAs, DoD restricts CBA transportation accounts use to the purchases of air, rail, and bus tickets ONLY for travelers who have not been issued an IBA. These purchases are made through a Travel Management Company (TMC) directly with the travel service provider or their agent (e.g., charter bus or air companies). The transportation office, or other designated DoD activity, receives and is responsible for reconciling the transportation charges appearing on the invoice and for verifying/certifying the invoices for payment. The transportation office, or other designated DoD activity, will forward verified/certified invoices to the designated entitlement office (i.e., vendor

pay) for computation and subsequent transmittal to the designated disbursement office. This will be completed in a manner that allows payment to be made within the 30-day limitation prescribed in the “Prompt Payment Act” thus avoiding any interest penalties.

B. Unit Travel Charge Cards. DoD Components may use unit travel charge cards for group travel requirements (including meals, lodging and other travel related expenses) only when it is cost effective, in the best interest of the mission, and authorized by the CPM. Unit cards may not be used to circumvent required procurement/contracting activities and cannot be used for mission related expenses. Components will limit the issuance of unit travel charge cards whenever possible and maximize the use of IBAs. The travel card vendor must receive written approval from the appropriate CPM before issuing a unit travel charge card. Unit cards cannot be used in conjunction with travel authorizations or travel arrangements made through the Defense Travel System. Additionally, reconciliation of the CBA Unit Card charges must be done outside of the Defense Travel System (DTS). Upon receipt of each invoice, the designated unit cardholder is responsible for reconciling the travel card charges and promptly providing the reconciled copy of the statement to the unit account coordinator. The unit account coordinator is responsible for reconciling the charges appearing on the corporate/billing account’s monthly statement which is a composite (rollup) of all charges from all transacting cards assigned to that organization. The unit account coordinator is also responsible for filing any disputes (see subparagraph 041202.C.) with the travel card vendor. Once the billing statement is reconciled, the unit account coordinator will obtain fund certification from the resource management office before forwarding certified billing statements, with any required supporting documentation, to the designated entitlement office (i.e., vendor pay) for computation and subsequent transmittal to the designated disbursement office.

040303. Electronic Access System (EAS)

The travel card vendor provides an [EAS](#) to assist with travel card program management. The EAS is accessed via the Internet and will be used by CPMs, APCs, cardholders, and other authorized users to assist in the management of their travel card accounts by displaying account and transaction data and by providing reporting capability. Individuals with access to the EAS will use the system to the maximum extent possible. The CPMs will inform the travel card vendor of any organizations (e.g., major commands, major subordinate commands, bases or installations) that are unable to access the EAS. In cases where access to the travel card vendor’s EAS is not available, reports may be provided by the vendor with approval of the CPM or DTMO.

040304. Automated Teller Machine (ATM) Use

Travelers may use their travel card (IBA or CBA unit card) at ATMs to obtain cash needed to pay for “out-of-pocket” travel related expenses. Valid “out-of-pocket” travel related expenses are those that cannot be charged on the travel card (see section 040603 for examples). The cardholder will contact the travel card vendor to establish a PIN to gain ATM access. ATM advances will not be obtained more than three working days before the scheduled departure date of any official travel. The travel card vendor will charge the cardholder a transaction fee for ATM use. In addition, ATM owners may charge a service fee for ATM access. These charges will appear on the cardholder’s billing statement. ATM fees and cash advance fees for non-ATM cash withdrawals associated with official government travel are not separately reimbursable, and

instead are included in the incidental expense portion of the applicable locality per diem rate (see [JTR](#) for exceptions related to OCONUS travel). Commanders or supervisors may direct the APC to adjust ATM limits to accomplish specific missions or to reduce the potential of cardholders overspending on the trip. ATM withdrawals during non-travel periods or not related to official Government travel requirements are “not authorized” and are considered misuse (see paragraph 041005 for examples). This includes but is not limited to any withdrawal of a credit balance or any amount the travel card vendor owes the cardholder. Commanders or supervisors may authorize a travel advance, in writing, from a DoD disbursing office in situations where ATM access is not feasible with the travel card.

040305. Merchant Category Codes (MCCs)

A MCC is a four-digit number assigned to a business by the charge card networks when the business first starts accepting one of these cards as a form of payment. The MCC is used to classify a business by the type of goods or services provided. The Department blocks some MCCs to prevent inappropriate card use. The use of MCCs can be tailored to meet the mission needs.

040306. Rebates

A rebate is a benefit the DoD receives for the use and timely payment of the travel card. The rebates are computed and distributed on a quarterly basis. Each Component will ensure the rebates are properly recorded. The heads of DoD Components will determine the distribution of rebates within their organizations. In accordance with OMB Circular A-123, Appendix B, unless specific statutory authority exists allowing refunds to be used for other purposes, rebates will be returned to the appropriation or account from which they were expended, and can be used for any legitimate purchase by the appropriation or account to which they were returned, or as otherwise authorized by statute. Pursuant to permanent authority enacted in the Fiscal Year 2008 DoD Appropriation Act, Public Law 110-116, Section 8067, DoD rebates attributable to the use of the Government purchase or travel card may be credited to operation and maintenance, and research, development, test and evaluation accounts which are current when the rebates are received. This includes the operational portion of a non-appropriated or working capital account. For example, if a rebate is received in the new fiscal year against a bill that was paid in September of the previous fiscal year, the rebate may be credited to the operations and maintenance and or research, development, test and evaluation account(s) current after October 1 of the new fiscal year.

0404 TRAVEL CARD ELIGIBILITY

*040401. DoD Personnel

All DoD personnel, unless otherwise exempt, [who may be required](#) to perform travel as part of their duties, will obtain and use an IBA travel card. DoD personnel will be issued only one travel card. If a DoD civilian employee is also a member of a Reserve/Guard unit, the travel card will be issued through the individual’s civilian agency, not his/her Reserve/Guard unit. When a Reserve/Guard member is required to perform training or active duty, a copy of his/her military orders must be provided to his/her DoD agency and the account must be transferred into the appropriate [Reserve/Guard](#) hierarchy.

040402. Foreign National Personnel

Foreign national personnel, with the exception of those serving in the U.S. Uniformed Services, are not authorized to possess or use an IBA. Travel expenses for foreign national personnel traveling in support of official DoD sponsored programs or activities may be placed on a CBA or an alternative card product.

040403. Non-appropriated Fund Instrumentality (NAFI) Employees

NAFI employees of the DoD are authorized to use travel cards in conjunction with official travel.

040404. Recruiting Personnel

Military personnel assigned to recruiting duty are authorized to use travel cards for official reimbursable expenses in their local recruiting areas in addition to any official travel away from their duty stations.

040405. DoD Contractors

DoD contractors are not authorized to possess or use any type of travel card, regardless of the type of contract they are operating under.

040406. DoD Volunteer Positions

Individuals serving in voluntary positions are not eligible to obtain or use an IBA. The transportation costs of DoD volunteers may be charged to a CBA.

0405 USE OF THE TRAVEL CARD

040501. Requirement for Use

Unless otherwise exempt (see section 0406), all DoD personnel (military or civilian) are required to use the travel card for all authorized expenses relating to official government travel. Official government travel is defined as travel under official orders to meet mission requirements.

040502. Failure to Use GTCC

Failure to use the travel card will not be used as a basis for refusal to reimburse the traveler for authorized expenses. However, failure to use the travel card may subject the traveler to appropriate administrative or disciplinary action.

[*040503. Travel and Transportation Reform Act \(TTRA\) Statement](#)

All travel authorizations/orders will include the following statement notifying travelers of the requirements of the TTRA: “The TTRA stipulates that the GTCC will be used by all U.S. Government personnel, military and civilian, to pay for costs incident to official government travel unless specifically exempt.” Travel Authorizations/Orders will also include:

- A. Whether the traveler does, or does not, have a travel card.
- B. If the traveler has a travel card, indicate whether the traveler is exempt from mandatory use under TTRA. This statement also authorizes alternative payment methods.
- C. That individuals with a travel card will obtain cash for those official expenses that cannot be placed on the travel card, as authorized, through ATMs, rather than obtaining cash advances from a DoD disbursing/finance office. [Required to check component specific policy for travel allowance advances.](#)
- D. Whether a CBA or an IBA will be used to purchase airline tickets in accordance with the Joint Travel Regulations.

040504. Leave in Conjunction with Official Travel (LICWO)

Personal expenses associated with LICWO will not be placed on a GTCC, IBA or CBA, (see [JTR](#)). LICWO is used at a traveler/cardholder’s own risk. If the official travel is cancelled (i.e., there is no reimbursement for the official cost of the government/official ticket charged against the IBA/CBA) or rescheduled for a later date, there is no entitlement/reimbursement for the LICWO ticket to be changed or rescheduled. LICWO cases will be applied in the following manner:

- A. When air is the approved mode of transportation for travel, the TMC must issue the official ticket from/to authorized locations prior to entertaining any LICWO travel request. Once the official ticket has been issued, the traveler may have the option of using the TMC for their leisure travel needs if allowed under the TMC contract.
- B. When the TMC is used for leisure travel: The TMC, upon the traveler’s request, must exchange the traveler’s official ticket, paid for by either an IBA or CBA, for a leisure ticket incorporating the official value therein. The member must pay any additional costs (to include transaction fees) due at the time of the ticket exchange. The traveler will be required to pay any additional cost with cash, check, or personal credit card. If the form of payment used for the official ticket was a CBA, the traveler may be required to sign a document acknowledging their responsibility to turn back into the government any official value which was applied to their leisure ticket if the official trip is cancelled for any reason. The document signed by the member may be used as a tracking tool to notify their local disbursing office after 30 days should a pay adjustment authorization (i.e., DD Form 139) become necessary. Electronic sweeps by the TMC will capture unused leisure tickets where official value is incorporated therein, and if a traveler does not turn the official value back into the government after 30 days a pay adjustment authorization may be initiated.

1. In cases where the cost of the official ticket is less than the LICWO ticket, the TMC will issue the official travel ticket. The traveler may apply/exchange the official ticket with the same carrier or a carrier that has an agreement with the issuing carrier for the LICWO ticket. The traveler will be required to pay any additional cost with cash, check or personal credit card.

2. In cases where the cost of the official ticket is more than the LICWO ticket, the TMC will issue the official travel ticket. The traveler may apply/exchange the official ticket with the same carrier or a carrier that has an agreement with the issuing carrier for the LICWO ticket. The official ticket amount may be applied to the LICWO ticket. If the traveler used an IBA to purchase the official ticket, the traveler will receive a credit on their GTCC from the issuing carrier for the difference in fares. The traveler must request a new receipt for the lower cost fare and must adjust the fare cost when making the claim for reimbursement within the travel system used, providing both the original and adjusted receipts. If the traveler is using a CBA, the CBA will receive a credit for the exchanged fare from the issuing carrier for the difference in fares.

C. When the TMC is not used for LICWO travel: If the official ticket issued by the TMC was purchased with a CBA, and the ticket exchange is made directly with the airline, the traveler is liable for any official value which was applied to their leisure ticket should the official trip be cancelled for any reason. Electronic sweeps by the TMC will capture unused leisure tickets where official value is incorporated therein, and if a traveler does not turn the official value back into the government after 30 days a pay adjustment authorization may be initiated.

***040505. Permanent Change of Station (PCS)**

Use of an IBA for PCS travel is at the discretion of the Component. If use of the IBA is authorized by the Component, the Component will establish guidance on which expenses will be placed on the IBA, [to include for example allowing the GTCC to be used to pay for Dislocation Allowance \(DLA\) or Temporary Lodging Allowance \(TLA\) expenses. Note that the IBA may not be used to pay for GSA City Pair Fare flights when personal leave is combined with PCS travel.](#) For specific instructions concerning the use of City Pair airfares with a leave location involved, refer to paragraph 040504.

0406 EXEMPTIONS

040601. GSA Exemptions from the Mandatory Use of the travel card (IBA)

The GSA has exempted the following classes of personnel from the mandatory use of the travel card:

- A. DoD personnel (military or civilian) who have an application pending for the travel card.
- B. Individuals traveling on an invitational travel order/authorization.
- C. New appointees/recruits.

040602. DoD Exemptions from Mandatory Use of the Travel Card (IBA)

These exemptions do not apply to DoD personnel (military or civilian) who are denied travel cards because they do not accept the terms and conditions of the cardholder agreement or refuse to complete (to include SSN and residential mailing address) and sign the account application form. The exemption also does not apply when DoD personnel (military or civilian) cancel their cards, for whatever reason, to include disagreement with existing or revised terms and conditions of the cardholder agreement. In addition to the government-wide GSA exemptions, the DoD has further exempted the following classes of personnel from mandatory use of the card:

A. Members of the Reserve Officers Training Corps (ROTC) and military personnel undergoing initial entry or initial skill training prior to reporting to their first permanent duty station.

B. Individuals who are denied a travel card for failing to meet the minimum creditworthiness assessment criteria on the [*DD Form 2883*](#) or whose travel card has been canceled or suspended by the travel card vendor or the cardholder's agency/organization.

C. Individuals whose travel card is lost, stolen, or damaged. The cardholder must contact the travel card vendor immediately for a replacement card. The travel card vendor will expedite the delivery to a specified location at no additional cost. A temporary exemption applies while awaiting delivery of the new travel card.

D. Hospital patients and/or medical evacuees.

E. Prisoners.

F. DoD personnel (military or civilian) who use the card only for travel enroute to a point of departure for deployment and cannot file a voucher prior to their deployment.

G. DoD personnel (military or civilian) traveling to or in a foreign country where the political, financial, or communications infrastructure does not support the use of the travel card.

H. DoD personnel (military or civilian) whose use of the travel card, due to operational, security, or other requirements of a mission, would pose a threat to national security, endanger the life or physical safety of themselves or others, or would compromise a law enforcement activity.

I. Individuals employed or appointed on a temporary or intermittent basis upon a determination by the individual's supervisor or other appropriate official that the duration of the employment or appointment or other circumstances pertaining to such employment or appointment does not justify issuance of a travel card to such individual.

040603. Exemption of Mandatory Use for Expenses

Expenses, including meals, incurred at a vendor that does not accept the travel card, such as government dining facilities, coin-operated parking meters, toll booths, laundry facilities, official local and long distance phone calls, etc. are exempt from the mandatory use of the travel card (IBA). However, since cardholders are required to use the travel card for all official travel related expenses, they should withdraw cash from an ATM to pay for these expenses, where practicable.

040604. Additional Exemptions

DoD Component Heads, or their designees, may exempt additional expenses from the mandatory use requirement of the travel card. Those exemptions covering classes of expenses or personnel (vice exemptions for individuals) will be reviewed and forwarded by the CPM to DTMO for approval prior to implementation.

040605. Payment Methods Authorized When Exempt

When an exemption is granted from the mandatory use of the travel card (IBA), one, or a combination of, the following may be authorized for payment of travel expenses:

- A. Personal funds, including cash or a personal credit card.
- B. Travel advances and CBAs.
- C. Alternative card products offered under the [GSA SmartPay®](#) contract.
- D. Official Form 1169 (Government Transportation Request). GTRs are used on an “exception only” basis when no other payment method within paragraph 040605 is available.

City-pair contractors (airlines that provide services under the GSA City-Pair Program), however, are not required to accept the types of payments listed here with the exception of the CBA. Charge cards issued under the GSA SmartPay® Program contract contain a unique numeric prefix that identifies the account as an official travel card. This prefix identifies the account as being eligible for government travel rates, including City-Pair Program rates, and tax exemptions when permitted under state law.

0407 NON-MANDATORY USE OF THE TRAVEL CARD

040701. Card Use

If an individual is exempt from mandatory use of the travel card, he/she may elect to apply for the travel card on a voluntary basis. If issued a travel card, travelers are required to use the card in accordance with Section 040401. The Department’s policy on split disbursement of travel reimbursement applies to any voluntary use of the travel card. Commanders/supervisors may require individual travelers to obtain a travel card to meet mission requirements.

040702. Local Travel

A travel card (IBA) may be used for local travel expenses, but such use is not required under the TTRA. Use of an IBA for local travel is at the discretion of the Component. Local travel is considered official travel when the individual is performing official duties in and around the area of the permanent duty station; however, use of the travel card to purchase meals while in this status is not permitted unless otherwise specified in the [JTR](#).

0408 TRAVEL CARD TRAINING

040801. APC Training

When an individual is appointed as a new APC, it is mandatory that the appointee complete the Travel Card Program Management APC Course that is available on DTMO's Travel Explorer ([TraX](#)). APCs will ensure a copy of the certification of completion is retained or can be found in TraX. Refresher training is required every three years and may be obtained from other sources, as approved by the CPM. A certificate of refresher training will be retained by the APC, either electronically or in hard copy. APCs are encouraged to attend training on the use of the EAS provided by the travel card vendor pursuant to its contract with the Government, to include the GSA SmartPay® Forum and web-based training.

[*040802. IBA Cardholder Training](#)

When an individual receives a travel card for the first time, it is mandatory they complete the "Programs & Policies – Travel Card [Program – Travel Card 101 \[Mandatory\]](#)" training course that is available in [TraX](#). Cardholders will ensure a copy of the certificate of completion is retained by the APC or can be obtained from TraX. Refresher training and re-signing the DD3120 SOU is required every three years and may be completed using the "Programs & Policies – Travel Card [Program – Travel Card 101 \[Mandatory\]](#)" course or other sources as approved by the applicable CPM. Refresher training and signed/updated GTCC SOU ([DD3120](#)) will be documented and retained either electronically or in hard copy by the APC. These can be uploaded in the cardholder's profile in the vendor's EAS.

0409 APPLYING FOR A TRAVEL CARD

[*040901. IBA Applications](#)

The online IBA application process is the most preferred; it is the easiest, quickest and most efficient way to apply for a Travel Card and provides the added benefit of being able to track its progress. A fillable PDF application form is also available on the travel card vendor's [website](#). For the online application, the applicant is provided an invitation passcode and website link to apply for a card. Before the APC can submit the application, the applicant must have completed and signed a GTCC Statement of Understanding ([DD3120](#)) and provide a "Programs & Policies – Travel Card [Program – Travel Card 101 \[Mandatory\]](#)" training completion certificate and either agreed to a credit score check (soft pull) or completed a DD 2883 Alternate Credit Worthiness Assessment form.

A. Routine Applications. Once the applicant and supervisor have filled in their required fields of the application, the APC will complete the final entries including billing hierarchy specifics and ensure that all required information on the application is complete. If the applicant completed a DD 2883 in lieu of authorizing a credit score, the APC annotates this on the application. The APC then submits the online application or forwards the completed fillable PDF application to the travel card vendor, who then proofs the finished application and establishes a new IBA. If the APC submitted the application online, they will be able to monitor the application status in real time in the travel card vendor's EAS. SOUs and certificates can be uploaded in the cardholder's profile but DD2883s should not be uploaded nor submitted with the application.

B. Expedited Applications Procedures

1. Expedited applications will be used for personnel who are scheduled to travel within five working days. Individuals must be reminded to plan ahead and apply for a travel card far enough in advance to avoid the need for an expedited application.

2. An APC submits the application as expedited on behalf of the applicant. It is the determination of the APC to process the application as expedited to meet an upcoming travel requirement or upon the recommendation of the supervisor.

3. Cards will be shipped within 72 hours in an open status. The card accounts are unavailable for use during shipping but will be made available for use by the bank vendor once the cards are receipt verified.

4. The cardholder is responsible for verifying receipt of the card and setting up a PIN.

C. Emergency Applications Procedures

1. Emergency applications procedures are for responses to natural disasters (e.g., hurricanes, earthquakes), threats to national security, and military mobilization.

2. An APC submits an emergency application on behalf of the applicant. Use of the emergency application process will be determined by the APC or CPM. The application must be submitted through the travel card vendor's dedicated agent by the HL3 or with appropriate enterprise level coordination.

3. When necessary oral instruction will be provided by the APC to the vendor to set-up an account and issue a card in the event of an emergency. The oral request will be followed by a written confirmation and an application form conveyed electronically within five (5) calendar days of the oral authorization. The confirmation must be sent to the dedicated agent or the agency support box with supporting completed paper application.

4. The travel card vendor shall process and initiate delivery of travel cards within 24 hours of the request, including international requests. Travel cards will be sent by overnight delivery at the travel card vendor's expense. The card will be delivered in an open status.

5. The cardholder is responsible for verifying receipt of the card and setting up a PIN.

D. Reapplying for an IBA. If the applicant was not successful in applying for a travel card because they did not authorize a credit score check and provided a false response to any of the true and false questions on the alternate creditworthiness assessment form, the DD form 2883, they may reapply and authorize a credit score check. In which case they will be issued a travel card, either standard or restricted depending on their credit score. Individuals who refuse to allow a credit score check or do not successfully complete a DD Form 2883, will not be issued an IBA.

E. Account Upgrade (IBA). An account upgrade is a process by which a cardholder may request to "upgrade" a restricted account to a standard account. Applicants must agree to a new credit score check (soft pull) by the travel card vendor and must meet the minimum credit score to be upgraded to a standard account.

040902. Issuance of IBA Cards by the Travel Card Vendor

Upon receipt of a properly completed and approved application, the travel card vendor will issue the travel card and cardholder agreement within three working days. The travel card vendor will mail the card to the individual cardholder's mailing address on file with the travel card vendor, the cardholder's temporary duty location if applicable, or otherwise as directed by the APC. The cardholder must establish his or her PIN when they receipt verify their card.

A. Quasi-Generic Card Design. Quasi-Generic cards are issued with the travel card vendor's generic commercial design, but do not contain any association with the DoD other than the account number sequence. The quasi-generic card provides a level of protection for cardholders whose association with the U.S. Government must be protected.

B. Card Technology. Travel cards include an imbedded chip in addition to the magnetic stripe and contactless capability. Contactless cards are replacing existing cards when they expire or are newly issued. Contactless cards utilize Near Field Communication (NFC) technology and use the same encryption, authentication and data protection as chipped cards but transactions are completed by tapping the card at contactless-enabled terminals. At Chip and PIN terminals that are not contactless-enabled, the cardholder may be asked to enter a four-digit Personal Identification Number (PIN) which is not required for contactless transactions. Retailers who have not upgraded to chipped card technology may continue to use the magnetic stripe and require a signature to complete transactions.

040903. CBA Applications

All requests for CBAs must be forwarded to the applicable CPM for approval. Once approval has been granted by the CPM for establishment of a CBA account, the hard copy application form will be used. The requesting command must complete the application form and submit it to the CPM for signature. The CPM will submit the application to the travel card vendor for processing and monitor the travel card vendor's EAS regarding application status. The CPM is responsible for providing the billing hierarchy information, the appropriate Bank Identification Number (BIN) assignment and establishing and maintaining reasonable credit limits.

0410 PROGRAM MANAGEMENT CONTROL

041001. Requirement for Credit Score Checks

Title 10, United States Code (U.S.C.), [Section 2784a](#) requires the evaluation of creditworthiness before issuing a travel card (IBA only). To meet this requirement, the travel card vendor performs a credit score check (soft pull) on each new card applicant who agrees to the credit score check. Depending on the credit score, applicants are eligible for a standard or restricted card. At no time and in no case will the travel card vendor provide credit score check results to the APC. If the applicant agrees to a credit score check, the fact that a credit score check has been performed will appear on the credit bureau's record for the applicant and will be evident to subsequent credit grantors who request a credit score check. The issuance of a travel card and the credit limit on the card will not be reported to the credit bureaus. This process is considered a "soft pull" or a screening; the travel card vendor checks the applicant's credit score to distinguish if they are issued a standard or restricted card. This has no effect on an individual's credit score.

041002. Non-Qualifying Applicants

Personnel who are denied an IBA travel card due to not authorizing a credit score check and providing a false response to any of the true or false questions on the DD Form 2883, alternate credit worthiness assessment form, are exempt from mandatory use of the card. However, personnel who cancel their card, for whatever reason, to include disagreement with existing or revised terms and conditions of the cardholder agreement, may not be eligible for a travel advance and may be subject to administrative or disciplinary action.

041003. Performance Metrics

The Office of Management and Budget ([OMB Circular A-123, Appendix B](#)), requires Federal Agencies to establish performance metrics as a measure of effectiveness and as a management control mechanism. Although reporting to OMB is no longer required, performance metrics remain a valuable tool as an indicator of the "health" of the Department's Government Travel Charge Card Program. Delinquencies negatively impact program performance and long term delinquencies may have adverse impacts on an organization's mission readiness. To facilitate meeting this requirement, the following performance measures have been established:

- A. [IBAs based on the percentage of open accounts delinquent.](#)
Green: 0.00% - 1.00%

Yellow: 1.01% - 2.00%

Red: > 2.00%

B. CBAAs based on the amount of delinquent dollars.

Green: 0.00% - 1.00%

Yellow: 1.01% - 2.00%

Red: > 2.00%

041004. Program Review

Commanders, Supervisors and Agency Heads will ensure that periodic internal control reviews are conducted for their travel card programs. 41 USC 1909 (Public Law 112-194), the “Government Charge Card Abuse Prevention Act of 2012,” outlines the minimum requirements to ensure effective management controls. To assist organizations with meeting these requirements, a compliance checklist was published by OMB and GSA (see Annex 8). Organizations may use the checklist, or incorporate those items into existing program management checklists to aid in conducting required program reviews, or to assist external organizations (e.g., Inspector General) with their reviews. Reviews must include: (a) verifying that cardholder transaction activity for personal use, misuse, abuse or fraud is being monitored and reported to Commanders/ Supervisors when identified, (b) ensuring travelers submit travel vouchers within five days of completion of official travel and comply with split disbursement requirements in order to mitigate delinquency, (c) ensuring credit limits are appropriate to meet mission requirements and consider reducing the credit limit and automated teller machine limit for cardholders with prior misuse, (d) ensuring unused accounts are closed, (e) ensuring the APC is a part of the check-in/checkout process, APCs must verify account status before cardholders’ detachment, (f) ensuring APCs are running and analyzing the reports identified in Section 0414 to assist with program management, and (g) ensuring APCs are following the procedures required to notify delinquent cardholders (see section 0413) and (h) ensuring if misuse is discovered, a review of past transactions is made to identify additional instances of misuse and that the cardholder is monitored more closely going forward to include temporarily blocking the account, or specifying card active start and end dates for either standard or restricted cards for non-travel periods and/or account closure. Findings of significant weaknesses must be reported to the CPM in addition to the Command or Agency Head.

041005. Personal Use, Misuse, Abuse or Fraud

Personal use, misuse, abuse or fraud of the travel card will not be tolerated. Commanders/supervisors will ensure travel cards are used only for official travel related expenses (see section 040103). Examples of misuse can include, but are not limited to: (a) expenses related to adult entertainment and gambling (as discovered by Inspector General audits), (b) purchases for personal, family or household purposes except for authorized PCS expenses, (c) cash withdrawals or advances used during non-travel periods or not related to official government travel requirements are not authorized (includes but is not limited to any withdrawal of a credit balance remaining on the card), (d) intentional failure to pay undisputed charges in a timely manner, and (e) cash withdrawals or advances taken more than three working days prior to official government travel. With the exception of expenses incident to official travel described in paragraph 041006,

use of the travel card for personal expenses incurred during leave in conjunction with official travel is not authorized. Cardholders who misuse their travel card may be subject to administrative or disciplinary action, as appropriate. APCs must also ensure the accurate employment status of cardholders who have been identified or referred to DoD management for travel card personal use, misuse, abuse, or fraud. Annex 7 provides a sample memorandum to cardholders regarding suspected personal use, misuse, abuse and fraud on the travel card.

041006. Expenses Incident to Official Travel

Expenses incurred in relation to or while on official travel may or may not be reimbursable or appropriate for payment with the travel card (IBA).

A. The cardholder, while in a travel status, may use the travel card to charge non-reimbursable hotel-related expenses incident to official travel such as in-room movie rentals, personal telephone calls, exercise fees, and beverages, when these charges are part of a room billing and are reasonable. Additional expenses incurred for spousal occupancy (hotel room) and meals may be included if inherent to the traveler's lodging billing statement even if the additional expense is not reimbursable. The cardholder is required to pay all charges (whether reimbursable or non-reimbursable) via split disbursement (see section 041007). Separate charges for airfare, hotel rooms, rental cars or meals for spouses or family members are not authorized to be charged on the IBA, except as determined by the Components for authorized dependent travel (i.e., PCS travel).

B. In cases where the cardholder is required to pay for registration fees in advance of travel, use of the IBA is acceptable in accordance with individual Component policy and in accordance with the [JTR](#). While it is acceptable to use the GTCC/IBA for registration fees, the primary method of payment should remain the purchase card.

C. Mission related expenses are not permitted to be charged on the GTCC or to be reimbursed on a travel voucher. Reimbursing these types of expenses on a travel voucher is a direct violation of the [JTR](#), a potential violation of appropriation law, and directly conflicts with the requirements of audit readiness and the Office of Management and Budget's direction to act as a careful steward of taxpayer dollars, ensuring that Federal funds are used for purposes that are appropriate, cost effective, and important to the core mission of executive departments and agencies. The authority for reimbursing Service members and civilians for personal and mission related expenditures is found in the DoD Financial Management Regulation, Volume 10, Chapter 11 "Payment as Reimbursement for Personal Expenditures," Chapter 12 "Miscellaneous Payments" and the "Department of Defense (DoD) Guidebook for Miscellaneous Expenses." While a mission related expense may be valid and reimbursable, it is not reimbursable using travel funds. Organizational or local level guidance does not supersede these governing authorities and Certifying Officers/Authorizing Officials may be held pecuniarily liable for any erroneously approved expense.

041007. Split Disbursement

All DoD personnel (military and civilian) are required to split disburse all undisputed expenses charged to the travel card as a part of the travel settlement process. Payment for all travel card charges will be sent directly to the travel card vendor via split disbursement as part of the traveler's voucher reimbursement. It is the cardholder's responsibility to promptly pay the travel card vendor directly for any outstanding charges not split disbursed at the time of the travel voucher settlement. To support the split disbursement requirement, both DTS and MyTravel automatically default air/rail (when charged to the IBA only), hotel, rental vehicle, and other miscellaneous, non-mileage expenses identified by the traveler in the split disbursement amount paid directly to the travel card vendor. The amount of any ATM withdrawals and any miscellaneous travel card charges, to include but not limited to meals charged to the travel card must also be included in their split disbursement amount paid directly to the travel card vendor. Traveler's submitting manual vouchers for travel processed outside of DTS or MyTravel are required to annotate the split disbursement amount in the upper right hand section of the DD 1351-2. Approving officials are responsible for ensuring that split disbursement amounts are properly annotated and must return any travel vouchers that do not comply for correction and resubmission. For additional information regarding split disbursement, refer to Title 10 U.S.C. 2784a.

0411 AGENCY PROGRAM COORDINATOR DUTIES

041101. General

An APC plays an important role in the proper management of the GTCC Program. Commanders/supervisors must consider the significant workload associated with APC responsibilities when determining how many personnel may be needed to manage their travel card programs. The frequency of travel and the delinquency rate of the organization must also be taken into account. Individuals appointed as APCs must have the skills necessary to properly manage the travel card program. In addition, APCs must have access to the travel card vendor's EAS to run and work monthly reports. APCs have access to sensitive information and relay this information to the chain of command for determination of appropriate action when necessary. Commanders/supervisors must consider assignment of APC duties to civilian personnel where practical in order to avoid the loss of knowledge of program responsibilities in high turnover military positions. APCs will coordinate with their Travel Manager to ensure travel card information is accurately included in the cardholder's profile.

041102. APC Travel Card Guides

APCs must refer to the APC Travel Card Guides available on the [DTMO](#) website or made available by their Component to assist them with performing their duties.

041103. Records Retention

Charge card information is sensitive and in some instances is considered PII. Therefore, it must be protected based on the Privacy Act of 1974. APCs will maintain, or have access to all pertinent records for cardholders assigned to their hierarchy, such as the statement of understanding (SOU) DD Form 3120, certificates of training, alternate creditworthiness assessment form, the DD Form 2883 when applicable, delinquency notices, and required reports

specified in Section 0414. Each APC, in conjunction with the travel card vendor, will maintain an up-to-date list of current cardholders and accounts, to include information such as account names, account numbers, addresses, and telephone numbers. Due to the sensitivity of the data contained in these files, the data must be maintained in a secure container or area that precludes unauthorized access. APCs maintaining these records must ensure they are marked and protected in accordance with the provisions of the Privacy Act. Records may be retained in hardcopy, in a secure electronic format, or an authorized document management system. Records will be retained for as long as the card is active in accordance with the U.S. National Archives and Records Administration (NARA) requirements, General Records Schedule (GRS) 1.1. However, records may be retained longer at the discretion of the Component. Online applications are no longer required to be maintained by the APC; the travel card vendor maintains the online application.

041104. Hierarchy Structure

The APC is responsible for maintaining his/her organizational hierarchy structure. This hierarchy is the link that identifies cardholder accounts to correct organizations within a Component. The APC is responsible for tracking arriving and departing cardholders through the check-in and out processes to maintain the validity of the organizational hierarchy and the travel card vendor reporting information. The establishment of a new hierarchy requires the approval of the next higher level APC who has administrative rights over that hierarchy.

041105. Transferring Cardholders Between Hierarchies

The APC will follow the procedures published in the travel card vendor's training guides for using the EAS to transfer cardholders with open, closed, and suspended accounts. Travelers attending formal training enroute to their next assignment will remain in the hierarchy of the losing organization until completion of training. The receiving component must accept the account regardless of account status and ensure any outstanding balance is paid during the travel settlement process via split disbursement. The losing activity is required to notify the gaining activity of detected travel card personal use, misuse, abuse, or fraud for any transferring cardholders.

041106. Closure of Accounts Upon Separation

APCs must close a travel card account upon a cardholder's retirement, separation, termination, or death. APCs must notify the cardholder's supervisor of any outstanding balance and ensure the balance is paid prior to final separation.

*041107. Review Reports to Identify Inactive Accounts for Closure

On a periodic basis, it is **recommended that** the APC review any reports provided or made available by the travel card vendor to identify accounts for potential closure.

041108. Monitoring and Reporting Delinquencies

The APC will monitor and report all delinquencies to appropriate personnel and take appropriate action (see section 0413 Delinquency Management for additional information).

0412 TRAVELER REIMBURSEMENT AND PAYMENT RESPONSIBILITIES

041201. Timely Reimbursement of Travel Expenses

A. Reimbursement Within 30 Days. Agencies will reimburse DoD personnel (military or civilian) for authorized travel expenses no later than 30 days after submission of an accurate and complete travel claim to the office where the claim is to be approved. Therefore, a satisfactory recordkeeping system will be maintained by the approving official to track submission and receipt of travel claims. For example, the approving office must annotate on travel claims received by mail the date when the office received the claim. Travel claims submitted electronically to the approving official are considered to have been received on the submission date indicated on the email, or on the next business day if submitted after normal working hours. The travel claim is considered to be received when the traveler signs the claim and it is routed to the approving official.

B. Travel Claim Errors. A travel claim with an omission or an error will be returned to the traveler within a seven day period. The notification will include the reason(s) why the travel claim is not correct. Receipt of a corrected travel claim by the paying office begins/restarts the 30-day payment period in which the government must make payment or pay a late fee.

C. Late Payment Fees and Charges. Should payment of the travel settlement take longer than 30 days following receipt by the office where the claim is approved, that office may be required to pay a late payment fee to the traveler. This fee is payable, using the Prompt Payment Act interest rate, beginning on the 31st day after the submission of a proper travel claim and ending on the date that the payment is disbursed by the government. The only exception to the requirement for this payment is that no payments are required for amounts less than \$1.00. Interest payment funding instructions can be found in the DoD Financial Management Regulation (DoDFMR), Volume 10, Chapter 7. The Internal Revenue Service has determined that the late payment fee is reportable as interest and that the payment equal to the late payment charge is to be reported as additional wages. In addition, travelers may be reimbursed for late fees imposed by the travel card vendor if the non-payment that incurred the late fee was a result of the government's untimely processing of the travel voucher.

D. Systems Modifications. As necessary, DoD Component travel systems will be modified to capture the date of submission of a proper travel claim and compute entitlement for late payment fees due as a result of untimely settlement.

E. Claims for Late Payment Fees. Payment of late fees must be calculated and paid at the time the voucher is processed. Travelers who believe that late payment fees were not included in the calculation of their travel vouchers may submit supplemental travel claims for late payment fees. Each supplemental travel claim will be submitted through the office where the claim is to be approved. That office will annotate the claim with the date that the original travel claim was received.

F. Reduced Payment Plan. A plan offered by the travel card vendor to delinquent cardholders that allows for payment of outstanding balance over a defined time period as an alternative to Salary Offset. The Reduced Payment Plan cannot be initiated once Salary Offset has begun. Failure to comply with the agreed-to payment schedule will result in automatic referral for Salary Offset.

G. Salary Offset. Salary Offset is the collection (by deduction from the amount of pay owed to the cardholder) of any amount the cardholder owes to the travel card vendor as a result of undisputed delinquencies. Upon written request DFAS will, on behalf of the travel card vendor, begin the process of Salary Offset. Accounts become eligible for Salary Offset when an unpaid balance reaches 126 days past billing. Specifics on the procedures of Salary Offset are contained in the DoDFMR, Volume 7A, Chapter 43, Section 4306 for military members and the DoDFMR, Volume 8, Chapter 8, paragraph 080902 for DoD civilian employees.

041202. Cardholder Responsibilities

A. Monthly Statements. Cardholders are responsible for payment in full of the undisputed amount stated on the monthly billing statement by the due date indicated on the statement regardless of the status of their travel reimbursements. Accounts are considered past due at 30 days past billing and delinquent if unpaid 61 days after the billing date. Cardholders are responsible for reconciling their travel card account against claimed travel expenses, taking action to avoid erroneous or improper payments, and minimizing credit balances on their account.

B. Long Term Travel. Long term travel is defined as travel greater than 45 days. While in a long term travel status, the traveler will file interim vouchers every 30 days in order to receive partial payments and will use split disbursement as the means of settlement to ensure payment to the travel card vendor to avoid delinquency. For DTS travel, cardholders must request scheduled partial payments as part of the authorization process, ensuring that expenses anticipated to be charged on the travel card are properly designated.

C. Disputed Charges. In the event that the billing statement includes charges that the account holder considers questionable, the cardholder will first contact the merchant to try to resolve the questionable charge. If unsuccessful, the cardholder will obtain a dispute form from the APC for IBA, account manager for CBA, or from the travel card vendor's website. The cardholder or CBA Manager will complete and send the form to the travel card vendor. The cardholder can find a Transaction Dispute Guide on the travel card vendor's website, under APC Guides. All disputes must be filed within 60 days of the date on the billing statement on which the erroneous charge first appeared. It is the responsibility of the cardholder to ensure the dispute form has been received by the travel card vendor. Once the dispute notification has been received by the travel card vendor, the travel card vendor will issue a provisional credit for the amount of the dispute pending resolution. Formally disputed charges will not age and the account will not suspend for lack of payment. Any disputed charge identified in the reconciliation process will be resolved in the manner prescribed in the GSA SmartPay® Master Contract. Should the travel card vendor request additional information to research and resolve the dispute, the cardholder must provide the requested information within the timeframe given. Disputes found in favor of the merchant vendor or failure to comply will result in the disputed charge being placed back onto the

cardholders account, and the cardholder would be responsible for repayment as well as any applicable late fees for IBA or Prompt Payment Interest charges for CBA.

***041203. Fees Chargeable by the Travel Card Vendor**

A. The following fees may be charged by the travel card vendor:

1. Non-Sufficient Funds (NSF) Fee. A NSF fee will be applied to a cardholder's account when a payment is returned by the cardholder's financial institution for insufficient funds. NSF fees are not reimbursable. An account that has two (2) or more NSF payments within a 12-month period or the 3rd NSF payment in the life of the account is subject to immediate cancellation by the travel card vendor.

2. Reinstatement Fee. The reinstatement fee (see section 041306) is non-reimbursable.

3. Late Fees. [The first late fee is charged at two cycles plus fifteen days past due \(day 75\) and then each cycle thereafter, until the past due/delinquency amount is paid in full.](#) A late fee may be reimbursable, if the late fee was charged as the result of a late reimbursement to the traveler ([DoD Financial Management Regulation, Vol. 9, Chapter 8](#)).

4. Salary Offset Fees. Salary Offset fees (see section 041201.G) are non-reimbursable.

5. Reduced Payment Plan Fee. The travel card vendor may offer a reduced payment plan for which additional fees will be assessed, which is not reimbursable.

6. ATM Withdrawal/Cash Advance Fees. ATM and cash advance fees may be charged by the travel card vendor and/or the ATM owner for each withdrawal. ATM fees and cash advance fees for non-ATM cash withdrawals associated with official government travel are included in the incidental expense portion of the applicable locality per diem rate and are not reimbursable as a separate miscellaneous expense (see [JTR](#) for exceptions related to OCONUS travel).

7. Merchant Surcharge Fees. Merchants in the United States (US) and U.S. Territories are permitted to impose a surcharge (up to 4%) on consumers when they use a Visa or Master Card credit/charge card. For more information on merchant surcharge fees, see [Visa's](#) website. For traveler reimbursement information, see [JTR](#).

8. Foreign Currency Conversion Fees. Also listed as Cross Border Processing Fees on cardholder statements. For each purchase made in other than US dollars, the bank may pass along any charges assessed by the bankcard associations. The international transaction fees will appear as a separate transaction on the billing statement.

0413 DELINQUENCY MANAGEMENT

041301. Pre-suspension Notification for Accounts 45 Days Past Billing

At 45 days past billing, the travel card vendor will make pre-suspension reports available. APCs will notify the cardholder (or the CBA Manager for CBAs) and the cardholder's supervisor that the account will be suspended in 15 days if the travel card vendor does not receive full payment of all undisputed amounts. For IBAs, the APC will request that the supervisor notify the APC, within 15 days, of any reason why the account cannot be suspended. The APC will keep a record of the supervisor's notification and related correspondence in accordance with records retention requirements in paragraph 041103. Commanders/supervisors must ensure the individual has properly filed/submitted a claim for reimbursement of travel expenses and that DoD policy on split disbursement was adhered to. Annex 1 and 2 provide delinquency timelines for IBA and CBA.

041302. Suspension of Accounts 61 Days Past Billing

At 61 days past billing, the APC will notify the cardholder (or the CBA Manager for CBAs) and the cardholder's supervisor (by email where possible) that the account has been suspended due to nonpayment (see Annex 4 for a sample letter). The APC will keep a record of the supervisor's notification and related correspondence in accordance with records retention requirements in paragraph 041103. The travel card vendor will block charging privileges, to include ATM access, until payment for the current amount due is received.

041303. 91 Day Delinquency Notification to Supervisors

At 91 days past billing, the APC will notify the cardholder (or the CBA Manager for CBAs), the cardholder's supervisor, and the second level supervisor (by email where possible) that the account is still delinquent and subject to cancellation (see Annex 4 for a sample letter). The APC will keep a record of the supervisor's notification and related correspondence in accordance with records retention requirements in paragraph 041103. The individual cardholder will receive notice from the travel card vendor that his/her account will be cancelled and referred for Salary Offset within 30 days if the balance is not paid in full.

041304. Cancellation of Accounts 121 Days Past Billing

At 121 days past billing, the travel card vendor will make available cancellation reports. The APC will notify the cardholder (or the CBA Manager for CBAs), the cardholder's supervisor, and the cardholder's chain of command (by e-mail where possible) that the cardholder's account has been cancelled (see Annex 5 for a sample letter). The APC will keep a record of the supervisor's notification and related correspondence in accordance with requirements in paragraph 041103. For IBAs, if no action is taken toward payment of the debt, collection action via a reduced payment plan or Salary Offset will be initiated by the travel card vendor beginning on the 126th day past billing. Once canceled, an account may be reinstated in accordance with subparagraph 041306. The travel card vendor reserves the right to deny the reinstatement request.

041305. Cancellation of an IBA Suspended Two Times

Cancellation of an IBA may also occur if the account has been suspended two times during a 12-month period for nonpayment of undisputed amounts and again becomes past due. Accounts that have been suspended twice during a 12 month period will be considered (for cancellation purposes) past due for the third time at 45 days past billing.

041306. Reinstatement of Cancelled IBAs

Accounts that have been cancelled due to delinquency may be eligible for reinstatement as a restricted account. In order to be approved for reinstatement, cardholders must meet set criteria: A reinstatement application is required, the individual must consent to a credit score check (soft pull), and a non-reimbursable reinstatement fee is required. In addition, the balance must have been paid in full for a minimum of 60 days; there have been no payments returned for nonsufficient funds (NSF) in the previous 12 months, and there were no more than three (3) NSF payments in the life of the account. The third NSF payment in the life of the account is subject to immediate cancellation by the travel card vendor. The account will not be considered for reinstatement if the previous account had been charged off as a bad debt. If the reinstated account is subsequently canceled, the cardholder will not be considered for reinstatement a second time.

***041307. Mission Critical Travel for IBAs (TDY Travel)**

Mission Critical travel is defined as TDY travel performed by DoD personnel (military or civilian) under official orders that prevent the traveler from filing interim travel vouchers or from scheduling partial payments to pay for charges to the travel card. Mission Critical status must be reflected on the travel authorization/order and the CPM (or the APC dependent upon Component procedures) must place the cardholder in a Mission Critical status before the account is suspended (61 days past billing). Should there be an outstanding balance at the time the cardholder is removed from Mission Critical status, the balance must be paid within 45 days of removal from this status. Mission Critical status will not be authorized in cases where the individual is in a location where the cardholder may file timely vouchers or utilize the Scheduled Partial Payments feature of DTS. The APC/CPM may use the bulk maintenance features to put large groups into Mission Critical (i.e., natural disasters, evacuations, etc.).

***041308. PCS Status**

Permanent Change of Station (PCS) status is applied to an individually billed account while an individual is traveling to a new permanent duty station, to keep the account open for use (not suspended, cancelled, or charged off) regardless of the payment status while under the protection of PCS status. PCS status allows the traveler more time to pay amounts charged during a PCS move. Accounts may be placed in PCS status for up to 120 days, and cardholders have no more than 60 days from the time of disenrollment in which to pay their outstanding balance. The individual component policies determine whether an IBA can be used during PCS status per section 040505.

*041309. Exception Status for CBAs

When a CBA is nearing suspension at 61 days past billing, CPMs may request the account be placed in an exception status not earlier than 55 days past billing to allow for a temporary reprieve from suspension pending posting of a scheduled payment. A payment must have been initiated with remittance expected shortly. No more than three exception requests within a rolling 12 month period are permitted at the CPM level; requests beyond the third will require DTMO approval upon submission of the [updated DTMO 4th CBA exception request form](#). Approval of these requests is at the travel card vendor's discretion. If approved, accounts are normally placed in exception status for a period not to exceed 30 days. Canceled accounts do not qualify for a CBA exception. The request must be submitted by the CPM with the following information: Last (6) digits of CBA central account number, date of last payment, number of days past due, reason for delinquency, expected full reconciliation date, expected payment day and payment amount, and exception justification.

041310. Reinstatement of Cancelled CBAs

When a CBA has been placed in a cancelled status (126 days past billing), CPMs may request the account be reinstated upon payment in full. No more than one request within a rolling 12-month period is permitted without DTMO review and concurrence; approval of these requests is at the travel card vendor's discretion. The reinstatement request must be submitted by the CPM with the following information: last (6) digits of CBA central account number, date of last payment, and reinstatement justification.

0414 TRAVEL CARD MANAGEMENT REPORTS

041401. General

Reports are considered primary program management tools and are made available via the travel card vendor's EAS, and DTS. The travel card vendor will make reports available to the APC to help in identifying upcoming suspensions or cancellations of delinquent accounts within specified timeframes. Due to the sensitive nature of all travel card reports, the reports and all information contained therein must be properly safeguarded at all times in accordance with the Privacy Act and DoD policy. Reports are considered personnel records and as such must be retained by the APC for no less than two years from the as of date. Reports that are required in support of an ongoing investigation or audit may be required to be retained for an additional time period to support completion of the investigation or audit. This retention may be in the form of paper files and or electronic files.

041402. Mandatory Reports for IBA

The following reports are mandatory. APCs are expected to obtain mandatory reports at a minimum of once per cycle and take corrective action as necessary to maintain proper program management. The reports noted below are titled based on the report name in the travel card vendor EAS. Components may also require additional mandatory reports.

A. Account Activity Text Report. This report displays all transaction activity for a specified billing cycle. APCs will use the report to review a minimum of 10% of transactions to identify a variety of administrative concerns including improper credits, declines, reversed charges as well as potential misuse transactions.

B. Account Listing Report. This report identifies cardholder names, addresses, telephone numbers, and account numbers assigned under the APC's hierarchy. APCs will use this report to ensure correct information is on file with the travel card vendor; and notify the travel card vendor of any needed corrections. APCs will ensure that cardholders no longer assigned to their organization/hierarchy are either transferred appropriately or that their account has been closed.

C. Declined Authorizations Report. This report lists all account transactions presented for approval that were declined and includes the decline reason, and type of attempted purchase (ATM, purchase, or cash). The report assists APCs and CPMs with taking corrective action to allow authorized transactions to be accepted and processed, or in identifying attempted potential misuse, abuse, and or fraud. This report should be used often to identify and resolve declines in a timely manner in order to ensure cardholders in a travel status are better able to use their card for authorized use.

D. Delinquency Report-Hierarchy. This report identifies delinquent accounts and ages the delinquencies by time frame (i.e., 31, 61, 91, 121, or more days past billing). APCs will use this report to aggressively work all delinquencies.

E. DoD Travel IBA Aging Analysis or IBA Aging Analysis Summary Report. These reports identify detailed account delinquencies and summary level information by Component hierarchy. APCs will use one or both of these reports to get a point in time listing of their delinquencies. These reports must be run at the completion of each cycle.

041403. Mandatory Reports for CBA

The following reports are mandatory. APCs or Program Managers are expected to run these reports after the completion of all accounts cycles and take corrective action as necessary to maintain proper program management.

A. Declined Authorizations Report. This report lists all account transactions presented for approval that were declined and includes the decline reason, and type of attempted purchase (ATM, purchase, or cash). The report assists APCs and CPMs with taking corrective action to allow authorized transactions to be accepted and processed, or in identifying attempted potential misuse, abuse, and or fraud.

B. Delinquency Report. This report identifies delinquent accounts and ages the delinquencies by timeframe (e.g., 31, 61, 91, 121, or more days past billing). APCs and account managers will use this report to aggressively work all delinquencies.

C. DoD Travel CBA Aging Analysis. This report identifies summary level delinquency information by Component hierarchy. For the purposes of determining delinquency

metrics, DoD uses an ‘as of’ date of the 29th of the month, since CBA billing cycles vary across the Department.

***041404. Additional and Optional Reports for IBA/CBA**

Listed within this paragraph are additional/optional reports that the travel system or travel card vendor offers for additional program management. The reports noted below are titled based on the report name in the travel system or travel card vendor EAS.

A. Account Info List Report (DTS). This DTS report identifies DTS travelers and their profile settings to include travel card account information. APCs will coordinate with their DTS administrator to ensure travel card account information is correctly included and maintained in DTS.

B. Account Renewal Report. This report identifies those cardholders whose cards are coming due for renewal. APCs should review the information on this report monthly and take appropriate action.

C. CBA NCV Report. Net Charge Volume Summary Report available by Hierarchy and Cycle Date.

D. Credit Balance Refund Report. This report provides a list of accounts that have received a credit balance refund. Use this report to determine which accounts have a credit balance refund owed and to assist cardholders with obtaining the refund.

E. Mission Critical Report. This report provides a listing of accounts that have been placed in Mission Critical status. The APC will use this report to identify accounts that have been deemed Mission Critical and to check against orders to ensure that accounts continue to qualify for Mission Critical status.

F. PCS Status Report. This report identifies accounts in a [PCS status](#) that are related to a PCS move. Use this report to identify cardholders who have been placed in [PCS status](#), as result of a PCS move and ensure removal from the status as appropriate.

G. Pre-suspension Report. This report lists accounts that are nearing suspension and identifies account names, account numbers, status, balances past due, and the number of days that each account is past due. APCs should use the information from this report to notify commanders and supervisors to ensure their travelers make prompt payment of their account balance.

H. Returned Check Report. This report provides a list of all cardholders that incur payment reversal transactions within a specified hierarchy level and time frame. APCs should use this report to determine where account holders have made payments with insufficient funds.

I. Suspension Report. This report lists accounts that have been suspended and are nearing cancellation and identifies account names, account numbers, status (suspended or canceled), date of status, balances past due, and the number of days that each account is past due. APCs should use this report to notify cardholders and leadership of the potential cancellation of an account.

J. View CBA Listing (DTS). This DTS report identifies CBA accounts and their current expiration date by DTS Organization Code, which aids APCs on what CBA accounts need to be updated in DTS.

0415 COMPLIANCE ANALYTICS AND RECORD KEEPING

Visa® IntelliLink is a web based tool that uses self-learning algorithms to provide the DoD with automated compliance analysis of all travel card spend to identify potential misuse and policy violations. Each transaction is attributed a predictor score based on actual situational factors and historical data comparisons of similar transactions with a higher score indicating increased potential policy compliance concerns. Additionally, IntelliLink provides comprehensive access to cardholder transaction activity and spending patterns. Finally, the IntelliLink Compliance Module is a record keeping tool that includes automated data gathering on questionable transactions, collaboration functionality to facilitate follow up inquiries to verify transaction validity, oversight escalation and disposition documentation. Use of IntelliLink is mandatory at hierarchy levels two and three, while also highly encouraged at hierarchy level four and below.

On no less than a monthly basis:

- A. Review Analytics Module results.
- B. Flag questionable transactions and create cases for instances of potential misuse.
- C. Follow up on and close any pending actions on flagged transactions and open cases from the previous month.
- D. Enter case notes and disposition decisions on misuse and potential misuse transaction activity into IntelliLink that was reported from lower levels or discovered outside of IntelliLink.

For additional information, guidance, and or access to IntelliLink, contact your CPM or higher level APC. Additional training resources for IntelliLink are found in the Citi Learning Center.

ANNEX 1 CREDIT LIMIT CHARTS

Army, Marine Corps, Navy, and Air Force

| *Standard and **Restricted Accounts | | Default | APC (HL4-7) Approval Maximum | APC (HL3) Approval Maximum | CPM (HL2) Approval Maximum | DTMO Approval Maximum |
|--|------------------|-----------------------|-------------------------------------|-----------------------------------|-----------------------------------|------------------------------|
| | Credit | *\$7,500 **\$4,000 | \$15,000 | \$25,000 | \$50,000 | No Maximum |
| | Travel | *\$7,500 **\$4,000 | \$15,000 | \$25,000 | \$50,000 | No Maximum |
| | Cash*** | *\$250 **\$250 | \$5,000 | \$10,000 | \$25,000 | No Maximum |
| | Retail*** | *\$250 **\$100 | \$500 | \$1,000 | \$2,000 | No Maximum |

DoD Independent Agencies

| *Standard and **Restricted Accounts | | Default | APC (HL5-7) Approval Maximum | APC (HL4) Approval Maximum | CPM (HL3) Approval Maximum | DTMO Approval Maximum |
|--|------------------|-----------------------|-------------------------------------|-----------------------------------|-----------------------------------|------------------------------|
| | Credit | *\$7,500 **\$4,000 | \$15,000 | \$25,000 | \$50,000 | No Maximum |
| | Travel | *\$7,500 **\$4,000 | \$15,000 | \$25,000 | \$50,000 | No Maximum |
| | Cash*** | *\$250 **\$250 | \$5,000 | \$10,000 | \$25,000 | No Maximum |
| | Retail*** | *\$250 **\$100 | \$500 | \$1,000 | \$2,000 | No Maximum |

Credit limit increases above the default amount must be accompanied and supported by documented mission needs for official or authorized travel.

*Standard Account credit limit increases are based on mission requirements and are limited to no more than 12 months.

**Restricted Account credit limit increases are based on mission requirements and are limited to no more than 6 months.

***Cash and Retail limits are per monthly billing cycle. The full limit becomes available when the balance is paid any time during the billing cycle.

*ANNEX 2 DELINQUENCY TIMELINE FOR IBA

DELINQUENCY TIMELINE for IBA

| CURRENT 1 to 60 Days* | SUSPENDED 61 to 125 Days* | CANCELLED/CLOSED 126 to 210 Days* | CHARGE OFF 211 Days* |
|--|--|--|---|
| File travel voucher within 5 days after completion of travel | No new charges allowed on card | Submitted for enrollment in Salary Offset | May charge off |
| Receive statement | The first late fee is charged at two cycles plus fifteen days past due (day 75) and then each cycle thereafter after | Member may request a travel advance if required to travel | Could affect cardholder's credit rating |
| Day 1 = The day after charges post to the cardholder's statement | Receiving APC must transfer member into their HL regardless of delinquency | Receiving APC must transfer member into their HL regardless of delinquency | Delinquency removed from HL |
| Past Due status at day 31 | Effects Command's delinquency rate | Effects Command's delinquency rate | |
| Disputed/Fraudulent transactions must be reported within 60 days of when the charge first appears on a statement | | | |

*Days = days past billing statement date

ANNEX 3 DELINQUENCY TIMELINE FOR CBA

DELINQUENCY TIMELINE for CBA

| CURRENT 1 to 60 Days* | SUSPENDED 61 to 125 Days* | CANCELLED/CLOSED 126 to 210 Days* | CHARGE OFF 211 Days* |
|--|---|--|--|
| <p>Receive statement</p> <p>Day 1 = The day after charges post to the organization's statement</p> <p>Past Due status at day 31</p> <p>Prompt Pay Act (PPA)-Interest is incurred at day 31</p> <p>Disputed/Fraudulent transactions must be reported within 60 days of when the charge first appears on a statement</p> | <p>No new charges without CBA exception granted by travel card vendor</p> <p>PPA interest is being accrued until payment receipt</p> <p>Effects Command's delinquency rate</p> <p>At 61- 90 days exceptions must be approved by CPM/HL 2-3</p> <p>At 91-125 days exceptions must be approved by DTMO/HL 1</p> | <p>PPA interest is being accrued until payment receipt</p> <p>At 126 days and beyond no further exceptions can/will be approved</p> <p>Reinstatement of account upon payment in full and CPM approval</p> <p>Cannot transfer to another HL</p> | <p>May charge off</p> <p>Could affect the organization's ability to open new CBA accounts</p> <p>Delinquency removed from HL</p> |

***Days = days past billing statement date**

ANNEX 4 SAMPLE 61 DAY DELINQUENCY MEMORANDUM FOR IBA

MEMORANDUM FOR (NAME OF CARDHOLDER’S IMMEDIATE SUPERVISOR)

SUBJECT: DELINQUENT GOVERNMENT TRAVEL CHARGE CARD PAYMENT NOTIFICATION – 61 DAYS

We have been informed by the travel card vendor that (cardholder's name) is 61 days delinquent in payment of his/her account. The total amount due is \$_____. The account is subject to a \$29 late fee at the point the account becomes 75 days delinquent and an additional \$29 late fee for each subsequent billing cycle until the delinquency is resolved.

(Provide the specific information regarding the delinquent charges.)

The travel card contract requires that all outstanding, undisputed charges be paid by the due date specified on the billing statement. The travel card vendor has suspended card privileges for this cardholder due to non-payment. The cardholder is required to be notified of this action and counseled concerning the non-payment and use of the travel card. Cardholders on temporary duty more than 45 days are required to submit travel vouchers for payment every 30 days and maintain their travel card account in a current status. The Department’s policy requires mandatory use of split disbursement for all outstanding charges on the travel charge card for all DoD personnel (military or civilian) where applicable.

Noncompliance, or failure to adhere to the guidelines for the travel card, may result in disciplinary action in accordance with applicable statutory, regulatory, or contractual provisions and applicable Master Collective Bargaining Agreement for bargaining unit employees.

The delinquent balance may be resolved by one of the following actions: (1) payment in full or (2) an agreed upon repayment schedule with the travel card vendor. Billing questions may be directed to the travel card vendor at the number printed on the billing statement for that purpose. Questions concerning the travel card program may be directed to (APC’s name) at (telephone number).

Please have the cardholder sign below to acknowledge receipt of this delinquent notification and return to me with your written response, outlining the actions taken, within 5 working days.

Signature
Agency Program Coordinator

cc: Cardholder

I acknowledge receipt of this memorandum. _____
(Name, Grade, Organization) (Date)

ANNEX 5 SAMPLE 91 DAY DELINQUENCY MEMORANDUM FOR IBA

MEMORANDUM FOR IMMEDIATE/SECOND LEVEL SUPERVISOR

SUBJECT: DELINQUENT GOVERNMENT TRAVEL CHARGE CARD PAYMENT NOTIFICATION – 91 DAYS

The 91-day delinquent notification list from the travel card vendor has been received and (cardholder’s name) is now 91 days delinquent on his/her account. The total amount due is \$ _____. The attached 61-day notification memorandum previously informed the immediate supervisor that the payment on the cardholder's travel card account was delinquent. The travel card vendor sent a letter notifying the cardholder of their due process and impending Salary Offset procedures. The account became subject to a non-reimbursable \$29 late fee on the date the account became 75 days delinquent; an additional \$29 non-reimbursable late fee will apply for each subsequent billing cycle until the debt is resolved.

(Provide specific information regarding the delinquent charges.)

The travel card contract requires all outstanding, undisputed charges be paid by the due date specified on the billing statement. If no action is taken to settle this debt, the travel card vendor will cancel the account at 126 days past billing. Travel card charging privileges have been suspended as of (date). These privileges may be restored upon full payment of the amount owed prior to cancellation. The cardholder must be notified and counseled. Cardholders on temporary duty more than 45 days are required to submit travel vouchers for payment every 30 days and maintain their travel card account in a current status. The Department’s policy requires mandatory use of split disbursement for all outstanding charges on the travel charge card.

Noncompliance or failure to adhere to the guidelines for the travel card may result in disciplinary action in accordance with applicable statutory, regulatory, or contractual provisions and applicable Master Collective Bargaining Agreement for bargaining unit employees.

The delinquent balance may be resolved by payment in full or an agreed upon repayment schedule with the travel card vendor. Billing questions may be directed to the travel card vendor at the number printed on the billing statement for that purpose. Questions concerning the travel card program may be directed to (APC name).

Please have the cardholder sign below to acknowledge receipt of this delinquent notification and return it to me with your written response, outlining the actions taken, within 5 working days.

Signature
Agency Program Coordinator

cc: Cardholder

I acknowledge receipt of this memorandum. _____
(Name, Grade, Organization) (Date)

ANNEX 6 SAMPLE 121 DAY DELINQUENCY MEMORANDUM FOR IBA

MEMORANDUM FOR COMMANDER/DIRECTOR

SUBJECT: CANCELLATION OF TRAVEL CARD - 121 DAY DELINQUENT PAYMENT NOTIFICATION

The 61 and 91 day delinquent notification memoranda, dated __ and __ respectively, notified the immediate supervisor and second level supervisor of the past due account for cardholder (name). It has been brought to our attention that this cardholder has a delinquent travel card balance of \$__ that is now over 121 days delinquent. To date, no arrangement has been made with the travel card vendor to resolve this debt. Therefore, the account has been canceled. The cardholder has received notice of impending Salary Offset from the travel card vendor. If the cardholder is not eligible for Salary Offset, the travel card vendor may begin official collection action. Collection action may include credit bureau notification of the employee's failure to pay. Additionally, delinquent cardholders are subject to a \$29 non-reimbursable late fee per billing cycle for each billing cycle following the point at which the account became 75 days delinquent.

(Provide specific information regarding the delinquent account.)

The cardholder may request reinstatement with the approval of the commander or director. Reinstatement, at the travel card vendor's discretion, is conditioned on a new credit score (soft pull), no outstanding balance, and payment of all late fees.

Noncompliance or failure to adhere to the guidelines for the travel card may result in disciplinary action in accordance with applicable statutory, regulatory, or contractual provisions and applicable Master Collective Bargaining Agreement for bargaining unit employees.

Please contact (Agency Program Coordinator) at (telephone number), should further questions arise. Please have the cardholder sign to acknowledge receipt of this notification and return it with your written response, outlining the actions taken, within 5 working days.

Signature
Agency Program Coordinator

cc: Cardholder

I acknowledge receipt of this memorandum. _____
(Name, Grade, Organization) (Date)

ANNEX 7 SAMPLE SUSPECTED MISUSE/ABUSE MEMORANDUM FOR IBA

MEMORANDUM FOR CARDHOLDER

SUBJECT: SUSPECTED MISUSE/ABUSE NOTIFICATION

I am the Government Travel Charge Card (GTCC) Agency Program Coordinator for {Activity}. I received and reviewed a travel card activity report dated {date} from the travel card vendor indicating that your GTCC was used when not on official travel or was used while in an official travel status, but for unauthorized use. In accordance with the DoD Travel Card Regulations, <https://www.defensetravel.dod.mil/Docs/regulations/GTCC.pdf>, misuse/abuse of the card will not be tolerated. This report indicates that your card was used for *{list suspected non-official travel purchases and dates}*. Supporting travel documentation for this timeframe is not available.

Please provide information to justify use of the card during the timeframe listed above. If there is no justification provided by *{provide a suspense date}*, your supervisor will be apprised of this issue and your card account will be monitored for additional potential misuse and may be closed or made unavailable for use while in a non-travel status.

If you have any questions, please contact me.

{APC name}
{APC email}
{APC phone}

Distribution:
{Cardholder name}
{Supervisor name}

ANNEX 8 P.L. 112-194 GOVERNMENT CHARGE CARD ABUSE PREVENTION ACT OF 2012

| | P.L. 112-194 Description and Reference | Responsible Office/References | Tools/Reports available |
|------------|--|---|--------------------------------|
| | § 1909.3 - "Management of Travel Cards" [Amends Section 2 of the Travel and Transportation Reform Act (TTRA) of 1998 (P105-264; 5 U.S.C. 5701 note) by adding the following new subsection: (h) Management of Travel Cards to include the following 112-194 provisions: | | |
| T1. | § 1909.3(1) - "Required Safeguards and Internal Controls" - The head of each executive agency that has employees that use travel charge cards shall establish and maintain the following internal control activities to ensure the proper, efficient, and effective use of such travel charge cards: | | |
| T2. | § 1909.3(1)(A) - There is a record in each executive agency of each holder of a travel charge card issued on behalf of the agency for official use, annotated with the limitations on amounts that are applicable to the use of each such card by that travel charge cardholder. | Components / 041103 Records | Account Listing Report |
| T3. | § 1909.3(1)(B) - Rebates (Refunds) based on prompt payment, sales volume, or other actions by the agency on travel charge card accounts are monitored for accuracy and properly recorded as a receipt of the agency that employs the cardholder. | Components / 040306 Rebates | Detail/Summary Rebate Reports |
| T4. | § 1909.3(1)(C)- Periodic reviews are performed to determine whether each travel charge card holder has a need for the travel charge card | Components / 041107 Review Reports to Identify Accounts for Closure | Account Activity Text Report |

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| T5. | § 1909.3(1)(C)- Appropriate training is provided to each travel charge cardholder and each official with responsibility for overseeing the use of travel charge cards issued by an executive agency. | DTMO / Responsible for policy and training through web based training in TraX / Component - Responsible for compliance / 0408 Travel Card Training | DTMO TraX courses |
| T6. | § 1909. 3(1)(D) - Each executive agency has specific policies regarding travel charge cards issued for various component organizations and categories of component organizations, the credit limits authorized for various categories of card holders, and categories of employees eligible to be issued travel charge cards, and designs those policies to minimize the financial risk to the Federal Government of the issuance of the travel charge cards and to ensure the integrity of travel charge card holders. | DTMO / 0403 General Travel Card Information / 0404 Travel Card Eligibility | |
| T7. | § 1909.3(1)(E) - Each executive agency has policies to ensure its contractual arrangement with each travel charge card issuing contractor contains a requirement that the creditworthiness of an individual be evaluated before the individual is issued a travel charge card, and that no individual be issued a travel charge card if that individual is found not creditworthy as a result of the evaluation (except that this paragraph shall not preclude issuance of a restricted use, prepaid, declining balance, controlled-spend, or stored value card when the individual lacks a credit history or has a credit score below the minimum credit score established | Components / 041001 Requirement for Credit Score Checks / GSA SmartBulletin 31 | Both the GSA SmartPay© Master Contract and the DoD Tailored Task Order include this requirement |

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| | by the Director of the Office of Management and Budget.) | | |
| T8. | § 1909.3(1)(E) - Each executive agency utilizes effective systems, techniques, and technologies to prevent or identify improper purchases. | Components / 041005 Misuse / 041405 Data Analytics and Misuse Case Management | Visa IntelliLink - Data Analytics Tab, Compliance Tab |
| T9. | § 1909.3(1)(F) - Each executive agency ensures that the travel charge card of each employee who ceases to be employed by the agency is invalidated immediately upon termination of the employment of the employee (or, in the case of a member of the uniformed services, upon separation or release from active duty or full-time National Guard duty). | Components / 041106 Closure of GTCC Cardholders | Ensure APC is listed on Checkout Sheet |
| T10. | § 1909.3(1)(G) - Each executive agency shall ensure that, where appropriate, travel card payments are issued directly to the travel card-issuing bank for credit to the employee's individual travel card account. | Components / 041007 Split Disbursement | |
| T11. | § 1909. 3.b "Inspector General Audit" - The Inspector General of each executive agency with more than \$10,000,000 in travel card spending shall conduct periodic audits or reviews of travel card programs to analyze risks of illegal, improper, or erroneous purchases and payments. The findings of such audits or reviews along with recommendations to prevent improper use of travel cards shall be reported to the Director of the Office of Management and Budget and Congress. | DoDIG | |

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| T12. | § 1909. 3.c "Penalties for Violations" - Consistent with the guidance prescribed under paragraph (2), each executive agency shall provide for appropriate adverse personnel actions to be imposed in cases in which employees of the executive agency fail to comply with applicable travel charge card terms and conditions or applicable agency regulations or commit fraud with respect to a travel charge card, including removal in appropriate cases. | Components / 040103 Compliance / 041005 Personal Use, Misuse, Abuse or Fraud | |
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| | § 1909.4 - "Management of Centrally Billed Accounts". | References | |
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| CB1. | § 1909. 4.a - "Required Internal Controls For Centrally Billed Accounts" - The head of an executive agency that has employees who use a travel charge card that is billed directly to the United States Government shall establish and maintain the following internal control activities: | | |
| CB2. | § 1909.4.a.1 - The executive agency shall ensure that officials with the authority to approve official travel verify that centrally billed account charges are not reimbursed to an employee. | Components / JTR | Itinerary/Invoice provided by the Travel Management Company (TMC) indicates IBA or CBA usage |
| CB3. | § 1909.4.a.2 - The executive agency shall dispute unallowable and erroneous charges and track the status of the disputed transactions to ensure appropriate resolution. | Components / 041202.C Disputed Charges | Incorporated into TMC contracts; CBA reconciliation processes and procedures include reporting/tracking disputed transactions |
| CB4. | § 1909. 4.a.3 - The executive agency shall submit requests to servicing airlines for refunds of fully or partially unused tickets, when entitled to such refunds, and track the status of unused tickets to ensure appropriate resolution. | Components | Incorporated into CBA reconciliation processes and procedures |